

Senior Business Analyst Tufts University

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Posted Jan. 15, 2024, set to expire Dec. 31, 2024

Job Title	Senior Business Analyst
Department	
Institution	Tufts University Medford, Massachusetts
Date Posted	Jan. 15, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Fiscal Services
Job Website	https://jobs.tufts.edu/jobs/20015?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Tufts Technology Services (TTS) is a university-wide service organization committed to delivering technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff across all of Tufts' campuses, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile community. We promote a collaborative, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development. Learn more about TTS on [our website](#).

What You'll Do

Reporting to the IT Service Delivery Manager, Student and Alumni Services, the Senior Business Analyst works with business partners within several business functions to align technology solutions with business strategies. Serving as a

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liaison, facilitator, and/or project lead within the user community, the candidate will demonstrate an informed knowledge of the Technolutions Slate Admissions platform as well as PeopleSoft Campus Solutions. Key responsibilities of this position include supporting several moderately complex business processes, working closely with users to understand their needs, translating those needs into technical and functional requirements documentation, configuring changed as needed, and contributing to quality assurance and training initiatives. The Senior Business Analyst may serve as a project lead on large, complex projects from concept to completion. Will mentor and coach more junior level business analysts.

This is a hybrid position.

Business Analysis:

- Conducts detailed analysis and makes recommendations to stakeholders of newly released functionality and comparison to existing modifications. Develops specifications for additional changes identified, test cases, documentation, training materials, and integration test plans to support new features.
- Performs data analysis as needed, collaborating with offices across the university to create and refine queries and reports for student and financial data requests and special projects, especially on recruitment, admissions, and other student data.
- Develops strong understanding of interdependencies of supported applications and PeopleSoft Campus Solutions. Helps with troubleshooting issues with interfaces supporting these interdependencies.
- Facilitates and leads planning sessions to gather, organize, and interpret end-user needs, rules, and processes, and translates them into technical/functional requirements. Configures changes needed to support process changes and to provide overall service support to customers.
- Promotes an understanding of IT roles, processes, and activities to the business units.

Project Management and Facilitation:

- Develop and present documentation for stakeholder sign-off including project plans, specifications, requirements, process flows, and interfaces.
- Estimate effort to support resolution of gap and enhancement requests submitted by customers across student systems.
- Support ranking of competing requirements within a limited resource pool.
- Provides the formal reporting of project status to the business stakeholders and project sponsors.

Documentation/Training:

- Document configuration decisions and related business process implications.
- Support in adopting best practices in supported applications.
- Provide formal and informal training on an as-needed basis.
- Support knowledge transfer via documentation and training opportunities.

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Quality Assurance:

- Coordinate, oversee and conduct quality assurance process including unit testing, regression testing, integration testing, and user acceptance testing
- Develop and review test cases in accordance with technical and functional requirements to validate that the solution meets end-user needs.
- Define expected results or performance metrics for all tests.
- Participate in peer reviews and inspections as needed.

What We're Looking For

Basic Requirements:

- Skills and knowledge typically acquired through a Bachelor's degree in related field.
- 6+ years of relevant technical and/or business experience.
- Demonstrated experience with the Technolutions Slate product.
- Demonstrated experience with PeopleSoft Campus Solutions product.
- Demonstrated experience with SQL query tools.
- Excellent oral and written communication skills.
- Strong organizational skills. Demonstrated ability to multi-task, set goals and priorities, and work effectively under pressure from multiple competing deadlines.
- Proven ability to work independently and as a team member.
- Ability to maintain strict confidentiality with sensitive University data.

Preferred Qualifications:

- Previous work experience in Higher Education.
- Experience with Modern Campus Destiny One application.
- Understanding of business process redesign.

Pay Range

Minimum \$84,400.00, Midpoint \$105,550.00, Maximum \$126,700.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.



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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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